

Usability Test Packet
KARMA Dashboard & Workflow

03.12.2018

Test Details

AUDIENCE	3 content creator/consumers
WHAT WE WANT TO LEARN	<ul style="list-style-type: none">● Observe how users interpret & interact w/ KARMA's interface and pages● Are the terms used in the system natural and understandable?● Can users successfully log in/log out?● Will users feel the simpler home page will make their tasks more efficient?● Does the design influence how users prioritize work?● How discoverable is creating a new article● Will users search?● Is the workflow natural? Will user be able to return to their home page/dashboard easily?
LOCATION & DATES	SSI office, March 12, 2018
CONTACTS	Diana - (530) 334-0111

TEST DETAILS

Length: 30 minutes

Facilitators: UX Design/Research team

Equipment Needed: Computer w/ internet access

Prototype:

<https://acceptance.bigbluesign.com/#/>

Test Script



Facilitator note: Have a blank browser tab opened or a blank screen so that participants are not distracted during the introduction

I'm going to be walking you through this session today.

Before we begin, I have some information for you, and I'm going to read it to make sure that I cover everything.

We are here to ask people to use a knowledge management system so we can see whether it works as intended. The session should take about a half hour.

- The first thing I want to make clear right away is that we're testing the *design*, not you. You can't do anything wrong here.
- Let me know when you feel you have accomplished your task. If you feel like you cannot accomplish a task, please tell me what you think you would have done.,
- I'm going to ask you as much as possible to try to think out loud: to say what you're looking at and what you're thinking. This will be a big help to us!
- Also, please don't worry that you're going to hurt our feelings. We're doing this to improve the design, so we need to hear your honest reactions.

- If you have any questions as we go along, just ask them. I may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting next to them to help. But if you still have any questions when we're done I'll try to answer them then.

Do you have any questions so far?

OK. Before we look at the design, I'd like to ask you few quick questions.

- Can you tell me a little bit about your day-to-day?
- How much of your time do you spend using your company's knowledge management system?
- Overall how satisfied are you with your current knowledge management system?

Great. We're done with the questions, and now we can start looking at things.



Facilitator note: *Open the tab with KARMA*

Take your time and read the information on this screen. When you are ready, please log in to KARMA and tell me what you think of it: what strikes you about it, what you can do here, and what it's for.

Now I'm going to ask you a few questions - please try your best to answer them and if you're not sure just tell me what you're thinking.

1. Tell me what articles have you worked on last?
2. Where would you find ALL ARTICLES in this knowledge management system?
3. Pick an article of interest to you and read the first paragraph. How would you edit this article?
4. Create a new article
5. What would you do if you didn't see an article that you know you've worked on?

6. How would you edit an existing article?
7. What would you expect to happen if you were to click on *Entities*?
8. How would you find when an article was last accessed?
9. How would you logout of KARMA



Facilitator note: Have user return to the homepage

Now that you've completed tasks I have a few follow up questions for you.

Follow-up questions:

- On a scale of 1-10, how easy was it to create a new article? (1 being least useful and 10 being most useful)
- What do you think makes an article popular? Is it popular to you or to your team?
- Is there anything missing from this application that would have made these tasks easier?
- In order of importance to you, what content areas on the homepage would you use most?
- What would make this design better?

Thank you, that was very helpful.

Do you have any questions for me, now that we're done?



Facilitator note: Jot down any other interesting observations. Take photos of or scan your anonymized raw notes for reference during synthesis

